GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2587
ANSWERED ON:05.12.2001
OVERCHARGING BY PUBLIC CALL OFFICES
V. SAROJA

Will the Minister of COMMUNICATIONS be pleased to state:

to reply given to Unstarred Question No. 3353 dated August 13, 2001 and state:

(a) whether the requisite information ahs since been collected;

(b) if so, the details thereof and if not, the reasons therefor; and

(c) the time by which the said information is likely to be collected?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b): Yes, Sir. The reply in respect of part (a), (b) & (c) of the earlier question No. 3353 dated 13.8.2001 is given in Annexure.

(c) Does not arise.

ANNEXURE

Part (a) of the question No. 3353 dated 13.8.2001

Ans. (a) Yes Madam.

Part (b) of the question No. 3353 dated 13.8.2001.

Ans. (b) Details of complaints received about over-charging by the PCOs during the last one year

Sl. No	NAME OF CIRCLE	NO. OF COMPLAINTS RECEIVED
1.	ANDAMAN & NICOBAR ISLANDS	00
2	ANDHRA PRADESH	19
3	ASSAM	00
4	BIHAR	23
5	JHARKHAND	14
6	GUJARAT (UT OF DADRA NAGAR HAVELI AND DAMAN & DIU	40
7	HARYANA	26
8	HIMACHAL PRADESH	05
9	JAMMU & KASHMIR	03
10	KARNATAKA	00
11	KERALA (INCLUDING UT OF LAKSHADWEEP)	00
12	MAHARASHTRA (INCLUDING GOA)	197
13	MADHYA PRADESH	52
14	CHHATTISGARH	01
15	NORTH EAST - I (TRIPURA, MIZORAM AND MEGHALAYA)	00
16	NORTH EAST -II (NAGALAND, MANIPUR AND AURNACHAL PRADESH	00
17	ORISSA	00
18	PUNJAB (INCLUDING UT OF CHANDIGARH)	68
19	RAJASTHAN	40
20	TAMIL NADU (INCLUDING UT OF PONDICHERRY)	17
21	UTTAR PRADESH (EAST)	00
22	UTTAR PRADESH (WEST)	38
23	UTTARANCHAL	04
24	WEST BENGAL	82
25	KOLKATTA TELEPHONES	72
26	CHENNAI TELEPHONES	72
27	MTNL, MUMBAI	425
28	MTNL, DELHI	65

TOTAL 1263

Part (c) of the question No. 3353 dated 13.8.2001

(c) In order to Curb the practices of over-charging of the customers by the franchisees, various steps have been taken which include the following:-

i. Complaints Cell is functioning in the field offices to look into the complaints of over-charging .

ii. Periodical surprise checks of the PCOs are being done.

iii. In order to increase the competition and reduce the monopoly of the existing PCO operators, more PCOs are allotted liberally to all the eligible applicants without any restriction of distance, space and size of accommodation etc.